



Dale Continues to Work Hard For the Ely Fire

When I think of a dedicated employee, 37 year old, Ely native, Dale Heckethorn is at the top of the list. In the early 1980's Dale would stop by the station just to visit with the guys and help with anything he could. At that same time Dale's mother Jolene and Bob Nichols, a State of Nevada rehabilitation coordinator, were looking for a place that Dale could work. Bob asked Dale where

he would like to work his answer was "the Fire Department." Bob proposed his idea to the City Council and they accepted, under one condition, the Fire Chief had requested that Dale shave off his beard. So Dale shaved off his beloved beard, and officially began his employment in

1984.

Over the years, with his daily dedication and hard work, Dale has become a true asset to the department. Regardless of how bad of a cold he may have he will still make it to the Fire Station to get his work done. A couple of times we have had to send him home so he could get better.

(See "Dale" on page 2)



QuEST AND WORKGROUPS: WHAT WE'VE ACCOMPLISHED AND WHERE WE'RE HEADED

This past spring QuEST updated the quality enhancement plan for the rural region. Committee members and other interested and committed people continue to focus on things we can do to reach new goals. More about that later...but first recognition is needed for what was accomplished in our first two years. Workgroups of provider employees, people and family members, and RRC staff

worked hard to make some great outcomes happen:

- ☐ RRC has a new vision through the work of the Vision/Mission workgroup in Fallon, with participation from Hawthorne. See below.
- ☐ RRC has a new mission statement: **LEADERSHIP THROUGH PARTNERSHIP.** The mission emphasizes the important role RRC plays in partnering with provider

staff so they can assist people to play a leadership role in their own lives and communities.

- ☐ With much help from the Contracts workgroup, we have developed a new Supported Living Guidebook

(see PROGRESS page 8)

RRC Vision

People have opportunities to have social relationships, live independently, have meaningful work experiences, contribute to the community, have financial security, access expanding community options and choose competent, trustworthy supports.

Inside this issue:

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Welcome Roberta

By Bill Hammargren

I'd like to take this opportunity to introduce you to Roberta Johnson. Roberta lives in Winnemucca and currently works part-time for Block Buster Video and Full-time for Sonoma Industries. Roberta has an extensive background in computers, and spends a great deal of time working on her computer at home. She loves movies, and contributed our movie reviews in the last issue of QuEST.

Roberta has agreed to help out with the newsletter for QuEST. She has a background in publishing, having created and published her own newsletter. Roberta has a great attitude when it comes to bringing entertainment into people's lives, and I am looking forward to working with Roberta to create a source of information, entertainment, and excitement for our readers.

Thanks for the help Roberta!!



It's all a matter of ones perspective!

RRC PRESENTS AT COUNCIL CONFERENCE IN SAN DIEGO

By Marcia Bennett

Marcia Bennett and Kate McCloskey from RRC were invited to present at the Annual Council Consortium conference in San Diego this past April. The topic was *Partnership in Practice: Strategies for Building a Quality Rural Provider System*. The presentation focused on ways RRC and Providers are working together to improve rural services. Marcia and Kate talked about challenges in rural Nevada for people, providers, and the agency. They also presented ways that together we are addressing these challenges and creating a better service system. They shared information about QuEST and workgroups, the Provider Group model in Elko, this newsletter, plans for the future, and key training for provider staff. Training includes Outcome Measures, Person-Directed Planning, Role Definition (Boundaries), Community Connec-

tions and Positive Behavioral Supports. RRC will continue to provide this training in partnership with providers throughout the region.

Kate and Marcia shared some things we've learned in the past two years of working on quality enhancement and partnership with providers. Kate says that direct support staff are by far the best students to teach! We've also learned that there's no right way to proceed, providers are competent and creative, being flexible is important, and assisting providers to network with each other is a critical part of improving services.

Note:

Marcia and Kate want you to know that San Diego was too big, we had to take taxis to get anywhere, and the hotel pool was closed. But we had fun talking about what we're doing in rural.

Mel and Terri Make it Official! By Lisa Treinen

Marcellus Garland and Terri Welch of Carson City were married on Saturday, March 9, 2002 at Mills Park.



Mel and Teri Celebrate their special day!

They were joined in the celebration by family and friends. They have made their home in Carson City. Congratulations Mel and Terri.

(“Dale” from page 1)

Dale's primary duties are to help with cleaning of the fire station, pick up the mail from the post office, and help with washing the trucks when they return from a call, although he will do anything that is asked of him.

A couple of events that Dale wouldn't dream of missing are Fire Prevention week and any parade which a fire truck is re-

quested. During fire prevention week we visit elementary schools and day care facilities throughout the county. Dale loves to participate and does an outstanding job demonstrating stop-drop and roll for all the children and passing out fire prevention literature. Dale also enjoys riding on the fire trucks during holiday parades, he will usually have candy that

he hands out to the children.

When asked if he is ever going to retire his reply is: “when I get old.” According to Dale that's 50. Dale has become more than a co-worker, he has become a very good friend. If and when he ever retires, we hope he still has time to stop and visit.

Training in Carson An Overwhelming Success!

By Bill Hammargren

This past May RRC hosted a training titled "It's Not About Us" featuring Chrys Vildibill from The Council. There were over 70 participants, the majority of them direct support staff, and based on reactions expressed by the majority, the day was an absolute success.

We discussed ways that we have done things, and the changes that we need to explore and implement to help support people better. Many experiences were shared. We learned that changes are needed to help support people better, and if those changes are going to have an effect we all need to realize their importance.

RRC would like to thank Chrys as well as all the agencies who recognized the importance of this training and allowed their staff attend. Lets keep the momentum going !!

My Weight Loss Success

By: Tony Ault

For as long as I can remember I have been an obese person. Through the years my weight just seemed to get more and more out of control. I became borderline diabetic, was on medication for high blood pressure, and incurred bad asthma. As far as my physical abilities, I had no energy or ambition. Putting on my shoes was a task let alone tying them.

On November 27 2001, weighing 350 lbs., I had Gastric Bypass surgery in Reno, Nevada. This procedure makes your stomach smaller so you cannot eat very much. For the first three weeks after the surgery I was on an

all-liquid diet. For the weeks to follow I still had a very strict diet. If I failed in sticking with my diet I would become very ill.

It has now been five and a-half months since the surgery. I am no longer borderline diabetic, I am off my medications, and my asthma is gone. I have lost a total of 100 lbs. I

have more energy and ambition than I have ever had before.

I have all the confidence in the world that it will just keep getting better and better.



Tony 100 lbs lighter!!

Computer Techies Celebrate Recent Accomplishment!

Chuck Lizer, HHDS

During the months of April and May, **Robert Meckley, Tim Hooper, Adam Zamora and Joel Bailes** attended a basic computer class at Great Basin Community College in Winnemucca. The class was Computer Technology, 202, and it was a one credit college level course.

Everyone enjoyed the class,

worked very hard and learned a lot.

Supports were provided through Humboldt Human Development Services, and support staff report that they too learned a lot. Joel's ability to

participate was hindered the last couple of weeks due to scheduling is-



sues at work. Staff continued to gather assignments so that learning could continue.

Upon successful completion of the class, all participants met for a celebration lunch. Everyone received a Certificate of Completion with their photo on it. It was a really great experience for all who attended.

Getting Out of the Box at Elko Regional Hospital!

by Jan Brizee, REM Nevada

The new hospital in Elko, the Northeastern Nevada Regional Medical Center, has gone above and beyond the call of duty this week by rising to the challenge of providing care for a high needs individual in a rather unconventional manner. After receiving letters from both the surgeon and REM Nevada explaining the need for 24 hr. care for a patient during a particularly rough period in her life, hospital staff members decided to ease

the transition by allowing her trusted caregivers to stay with her in the hospital at all times. Not only have they extended this courtesy at her time of need, but, upon realizing the Medicaid limits regarding duplication of services, the hospital has offered to pay for the services of her direct support staff at their own expense, without reimbursement. This has made a tremendous

difference in the life of one extraordinary lady. She continues to gain strength with each passing day and has been aided along the way by support staff that she knows and trusts, and has also made an impact on the lives of hospital staff with her independence and tenacious fighting spirit. Thanks to the administration and hospital staff members who really did put this patient's needs first! Thanks! Char DiBello Regional Director REM Nevada, Inc.



QuEST Has Re-Grouped, and Again Will Be Recruiting Stakeholders.

By Bill Hammargren

QuEST members are on the prowl once again to get input from you. Although some groups have changed, the overall goal of increasing the quality of services has not. The five-focus groups selected include:

- * **RRC and providers are partners**
- * **People have community connections**
- * **People direct their supports**
- * **People know about available resources.**

- * **People exercise their rights and responsibilities.**

Many people have participated in this quality enhancement process over the past couple of years, and it our hope that the level of participation we have see in the past not only continue, but grow as well.

If you feel that you could participate in this process, and find yourself pulled towards a particular focus area you can contact the RRC office in your area for more information.

Together we are making great strides in improving services, and helping people realize their dreams. Thanks for all your hard work and dedication.

Answers to Crossword:
Across: 1) satisfaction, 3) foundation, 10) roles, 11) attainment, 14) identity, 15) natural, 16) choice, 17) respect
Down: 2) friends, 4) affiliation, 5) information, 6) integration, 7) autonomy, 8) abuse, 9) continuity, 12) privacy.

GREETINGS FROM LOUISIANA!

By Chrys Vildibill

I love working with Rural Regional Center and the Service Providers that support the people receiving services. The reason is "YA'LL"! I so enjoyed my recent visit. There has been lots of work done on everyone's part to develop partnerships between RRC and the Service Providers. So much so, that the partnerships are formed.

This is the best thing that could happen for the people supported. I know that these partnerships will result in RRC having the highest quality of services in the state of Nevada.

Our day together on May 8th, was the best. It is your responsibility to **CURE the Us and Them Syndrome** and get people connected in

their community. Remember: The Beatles did have it right! **"We get by with a little help from our friends"**. Let's make that true for the people we support.

Chrys Vildibill
Quality Consultant
The Council on Quality and Leadership

**Want to Recognize Someone?
Here's Your Chance!**

-From the Editor

Mark's Success! Narrated by Mark Allen

by Melissa Walsh

The Positive Behavioral Supports Training has come to an end in Elko. Team Mark was a success. Mark is a lot happier now than anyone has ever seen him. Mark is a very healthy gentleman whose vision is to marry his longtime girlfriend. I sat down with Mark to talk about his relationship and these are the things he had to say: His girlfriend was also present during this conversation.

Mark says that his relationship is real good that it's the best. We love each other. We go out all the time to restaurants and the

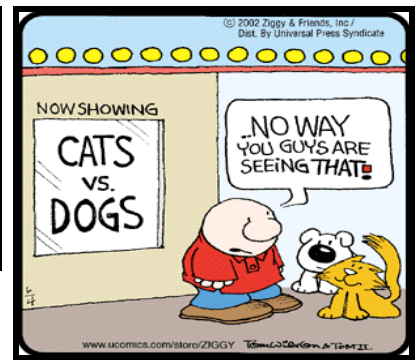
movies. I want to take Juanita to the movies this Saturday, maybe a scary one. Juanita is a good worker, a good person, and lovely. We are planning a trip to Lake Tahoe this year. We don't fight anymore because we care for each other and really want to get married. I don't get mad anymore because Juanita loves me.

Congratulations Mark and Juanita for making your relationship work. We could all probably learn a little something from these two love-birds.

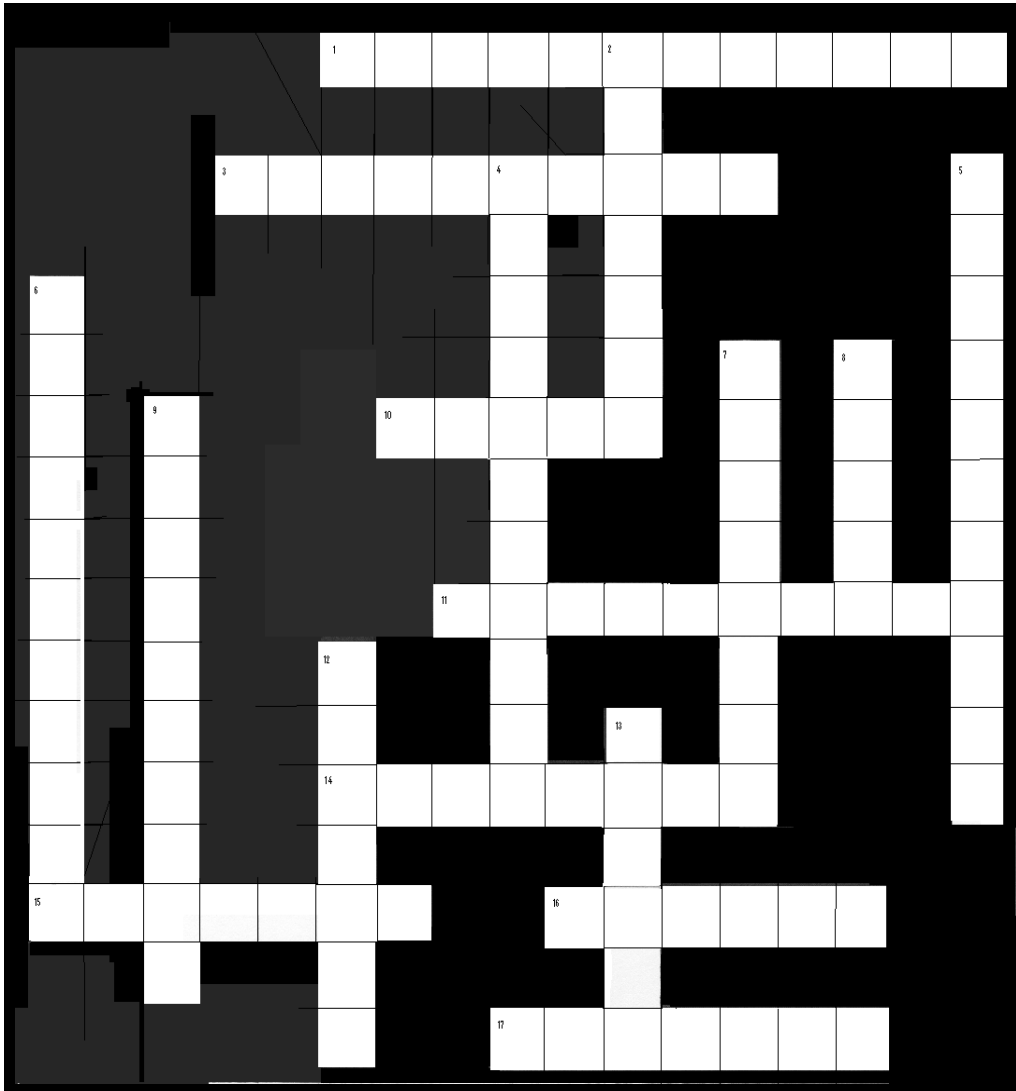
So, your reading through the newsletter this month and thinking to yourself "I should have shared the story about...".

Believe me, every month I get calls and letters from people telling me they enjoyed the information in QuEST, and want to know how their stories can grace our pages. The problem is that good intentions are not turning into print. This is your newsletter, and I need your participation.

So **PLEASE!** Share your stories in future issues. Contact information can be found on the last page.



Crossword Puzzle



Across

1. How well supports meet our expectations
3. An outcome that is an unconditional requirement
10. We would be missed and something wouldn't get done if we didn't perform
11. How we define success
14. Outcome related to being unique individual
15. These supports are usually life long
16. For this to happen, you have to know about options
17. This is the cure for the us-them syndrome

Down

2. Unpaid emotional support system
4. Outcomes about connections to other people
5. You need permission to share this
6. Living and carrying out daily activities in typical community setting
7. Personal control over life events
8. Freedom from this is essential to well-being
9. Having a say in how changes occur
12. Freedom from unwanted intrusion



From The Editor

This marks the seventh issue of Quest, and when I look back to the first issue, how far we all have come. I am often asked the question how long does it take to create the QuEST Newsletter? I have found over the years that many things are not measured in lengths, but rather importance. There are many things in our lives that we just "do" because they need to be done. QuEST in my mind has become an important part of our RRC culture, and the best part about it is it continues to be read by many people throughout the state, and perhaps even further.

As editor my goal is to produce a top quality information source that is fun and easy to read. I want the articles throughout these pages to offer support, encouragement, and recognition for a job well done. We all have stories to tell, and Quest is here to give us an outlet. I have been pleasantly surprised with the quality of print that has graced our pages. We have demanded quality, and that is what we have received.

When you look throughout the pages of QuEST just think to yourselves that this is something that YOU created.

Inspiration Page!!!

You know you have a favorite, why not share it with the rest of us. Send in your favorite inspirational quote for the next

Good judgment comes from experience, and experience--well, that comes from poor judgment.
--Anonymous

" Never be afraid to try something new: Professionals built the Titanic, And amateurs built the Ark."

The most effective way to achieve right relations with any living thing is to look for the best in it, and then help that best into the fullest expression.
*Allen J. Boone {American Author}

Work as though you would live forever, and live as though you would die today.
*Og Mandino

If you live to be one hundred, you've got it made. Very few people die past that age.
-- George Burns

I want to sit on the other side so I can look out the window. I've already seen everything on my side of the bus.
Kimberly Carpenter, age 8, whose school system mandates boys and girls must sit on opposite sides of a school bus

" Pursuing an authentic vision will always lead men to greatness."
--- Alton White

Three grand essentials to happiness in this life are something to do, something to love, and something to hope for.
Addison

You cannot teach a man anything; you can only help him find it within himself.
*Galileo

Do not go where the path may lead, go instead where there is no path and leave a trail.

Ralph Waldo Emerson

" Creativity is not letting how it's **ALWAYS BEEN** Get in the way of how it **COULD BE.**"
--- J. Hunker

You don't get to choose how you're going to die or when. You can only decide how you're going to live.
-- Joan Baez

" Life is about chances and you will never live until you start taking them."
Bethann Bewley

" The moment we attach the word "TRY" to an action we have given ourselves an excuse not to succeed simply because no commitment was ever given to accomplishing that action."
---Charles Elizondo

" The definition of **G.O.A.L.S:** Guts to use an Opportunity to Achieve the next Level of Success."

Minds are like parachutes - they only function when open.
--Anonymous

" Can't died when Could was born."
--- Author Unknown

" Don't ask for the task to be easy, ask for it to be worth it."
--- Jim Rohn

The great thing in this world is not so much where you stand, as in what direction you are

Adversity introduces a man to himself.
-- Anonymous

Bureaucracy is a challenge to be confronted with a righteous attitude, a tolerance for stupidity, and a bulldozer when necessary.

Deputy honored for rescue

as reported in the Reno Gazette Journal

Interstate 80: Officer pulled Fernley woman from burning car.

By Rhina Guidos
Reno Gazette-Journal

To his wife Wendy, Tracey Bloom was a hero long before Jan. 5, when on his way to work that Saturday evening, the Washoe County sheriff's deputy spotted a family in trouble on Interstate 80.

"He's stopped to get gas for old couples who have gotten stuck on the road, he's stopped to help people who has problems with their car," Wendy Bloom said.

So when he received commendations Tuesday from the Regional Emergency Medical Services Authority for saving a woman from a burning vehicle earlier this month, the recognition did not surprise his wife.

"I'm not saying this because he's my husband, but he has a heart of gold," she said.

Three members of the Fernley family he saved were present when REMSA gave its award at its Reno headquarters.

"If it wasn't for him, I wouldn't have a daughter today," said a tearful Vanessa Blalock.

She is the mother of 20-year-old Cynthia Blalock, whose foot got stuck while trying to flee her family's burning Chevy Malibu.

After the deputy got the parents away from the car, he tried to pull Cynthia out, but a truck hit the Chevy from behind. Bloom managed to push Cynthia's father, Robert Blalock, out of the way, but when the truck struck the Chevy, Bloom's own



IN SAFE HANDS: Washoe County Sheriff's Deputy Tracey Bloom gets a hug from Cynthia Blalock,

foot was pinned between the car and guardrail.

Bloom freed himself, broke the passenger's window with a flashlight and pulled Cynthia out just minutes before the vehicle was engulfed in flames.

"I appreciate everyone who is her today," the obviously shy Bloom said blushing during a press conference. "But I don't feel like a hero. And Cynthia is as much my hero, too."

Sheriff Dennis Balaam announced that his office has asked an awards committee to consider Bloom for a medal of valor.

"Thankfully, no one was seriously hurt," Balaam said. "Had it not been for quick thinking and a sense of duty from Deputy Tracey Bloom, the out-

come could have been much worse. He can only be commended for his actions."

Cynthia, accompanied by her parents, wept, laughed and said, "Thank you," while she hugged Bloom. Robert Blalock also embraced the deputy.

The sheriff's department had towed the charred vehicle to the press conference."

"I can't believe they brought it," Vanessa Blalock said. "It was a scary moment, but I have to put it past me and move go."

On the day the car caught fire, the family had been grocery shopping earlier in Reno.

"I can replace what was inside the car but you can't replace life," Vanessa Blalock said.

When Bloom got home the evening of the accident, he mentioned the incident to his wife but didn't make a big deal of it she said.

"I asked him if his foot was OK and then we talked about something else," she said. "He doesn't think he's a hero and he thinks this has gotten out of proportion. But just now it's hit me that he could have lost his life as well."

The couple's children, Broc, 4 and 6-month old Rylee



VEHICLE DESTROYED BY FIRE: The burned car from which Cynthia Blalock was rescued was on display

were present.

Cynthia Blalock lives in Fernley and is supported by her family and RRC.

ACCREDITATION SURVEY IN 2003

The word is getting out...Rural Regional Center will be applying for Network Accreditation from the Council by August 2003. That's only a year away. Here's some information.

- The survey team from the Council will visit about 14 people and their support staff and families in several rural communities. They will pick these people from a list of everyone receiving supports from RRC.
- Council team members will measure the personal outcomes and individualized

supports for the people in the sample using their interview process.

- The Council team will ask how well RRC works with providers to make resources available and help provider staff learn about personal outcomes and how to support them for people.
- The team will look at RRC's quality enhancement and business practices to determine if RRC has systems in place that assure health and welfare, personal outcomes, and leadership from people served.

Several large meetings, including providers, people who receive supports, family members, and RRC staff will be scheduled during the week of the survey. These meetings are an important way the Council staff learn about our organization and what we are doing. Based on the Council's findings, they will give RRC either no accreditation (that *won't* happen), 2-year, or 3-year Network Accreditation. Accreditation formalizes the fact that services in rural Nevada meet quality standards. You'll be hearing more as the year goes by.

IN MEMORY OF JOHN VAN LOON

RURAL REGIONAL CENTER
B/A 3167

Send Correspondence to:
William J. Hammargren, Editor
475 W. Haskell St.
Winnemucca, NV 89445

Phone: 775-623-6593
Fax: 775-623-6594
Email: wmhammar@hotmail.com

Partnership Through Leadership!
Address Correction Requested

(PROGRESS from page 1)

that will be available shortly. The guidebook describes how services and funding are tied to each person's individual support plan based on his or her preferred vision for the future. Natural supports are taking a more important role, also, so that people are not dependent on the service system to meet their needs.

- ☐ A provider group in Elko has been hosting a monthly breakfast meeting to increase communication between RRC, providers, and other community agencies and services. The group has steadily grown, and now includes people from several state agencies, provider organizations, schools, community non-profit groups, and others. The Partners workgroup has developed a great networking model!
- ☐ The Planning workgroup in Winnemucca developed a new format for planning and meetings. Person-directed planning is happening with people across the region. Participants continue to find ways to improve the process so that the supports people have are focused on their preferred outcomes.

NOW FOR THE NEW STUFF!

The focus of workgroups is continuing to move us toward increased quality. New workgroups will have members from all over the region, rather than focusing on one community. Based on feedback from families, people served, provider staff, and other information QuEST identified these goals:

- ☐ **THE RURAL PROVIDER GROUP** is bringing together provider representatives from all over the region to network, help each other, share information, and identify issues to bring to RRC and Developmental Services. Contact Khristy Stewart (775-884-2337) or Mary Winkler (775-882-8520) for information.
- ☐ **COMMUNITY CONNECTIONS** workgroup is going to focus on how to help provider staff learn how to support people so they can have more options for community involvement. The goal is to help people develop new relationships and natural sources of support. Contact Bill Hammargren (775-623-6593).
- ☐ **PEOPLE DIRECT SUPPORTS** will develop a way for people being supported to give regular feedback to QuEST about what they think is important and how well their services are working for them. The workgroup will describe ways staff can help

people develop their visions for the future and how people can use grievance procedures if they are dissatisfied. Contact Mark Swain (775-577-4077) or Tonia Johnson (775-841-1035)

- ☐ **PEOPLE KNOW ABOUT SERVICES** will create a resource for people and families so they can learn about different options and services available to them from RRC, providers, and advocacy groups. Contact Debra Tobias (775-687-5162) or Colleen Rather (775-885-8007).
- ☐ **RIGHTS AND RESPONSIBILITIES** workgroup will focus on starting monthly meetings for people to discuss, learn about, and use their rights and responsibilities. Groups will focus on rights like freedom from abuse and neglect, having control over money, privacy, and others. Contact Tom Bethmann (775-687-5162).

RRC is providing technical support by developing instructions on how to use the State Operator to have conference calls across the region. If you are asked, or want to contribute some time and effort to help, please call the contact person and find out when the next meeting is. More news to come in future QuEST newsletters.